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AUTHOR	McClurg, Ronald B.
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ABSTRACT

An analysis of survey responses from a sample of dental laboratory technicians on competency characteristics for their occupation is presented in this document. (Dental laboratory technician is one of seventeen occupation groups included in this research.) The competencies are reported in five categories: (1) those competencies selected by the respondents from a list of 720 health occupations competencies; (2) the percentage rate which respondents reported practicing the competency item; (3) type of competency (indicated as the performance of a physical skill or action, or an understanding or mental comprehension); (4) use frequency (daily, weekly, monthly); and (5) training needed to achieve proficiency in that competency (formal instruction, demonstration, on-the-job). (The final report of the survey is available as CE 018 899. Survey results for the other occupational groups are also available--see CE 018 900-916.) (JH)

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Ronald B. McClurg, Ph.D.

Des Moines Area Community College

2006 Ankeny Boulevard

Ankeny, Iowa 50021

Common Intra-Cluster Competencies Needed in Selected Occupational Clusters

Supplemental Volume V: Dental Lab Technician

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Forward

This volume contains detailed competency characteristics collected in the vocational education research project entitled "Common Intracluster Competencies Needed in Selected Occupational Clusters - Health Occupations".

The information herein summarizes the responses of one of the seventeen occupational groups included in the research. The study included 720 individual competency items, both skills and understandings, which were presented to a sample of health occupation employees in Iowa and/or the central states area.

The data included in this volume summarizes the responses by those surveyed in the occupation listed on the cover.

Description of the Data

Essentially five competency characteristics are presented on the pages that follow. The total number of respondents to the survey is indicated following the table heading in the format N=__. Those characteristics include:

1. Competencies reported by respondents -

   The first column is a list of the competencies reported by respondents. Each competency carries the item number from the comprehensive listing utilized in the research process and as presented in the main report. Competencies not reported by respondents were not included to preserve space.

2. Practice rate -

The second column presents the percentage rate which respondents reported practicing the competency item. Practice rates of fifteen percent or less are indicated by an asterisk (*) and lack additional characteristic percentage computations because of their small cell size.

The remaining three competency characteristics represent responses of those who indicated that they practiced the competency.

3. Type of competency -

Columns three and four indicate the percentage of the type of competency which respondents indicated characterized the nature of their activity. An "S" indicates the performance of a physical skill or physical action, while a "U" reflects that an understanding or mental comprehension only was needed for the competency. (See the Glossary in the main report for working definitions of skill and understanding).

4. Use frequency -

Distribution of the percentage of frequency which competencies were practiced, for those who reported possession of them, is presented in columns five, six, and seven. "D" in column five represents a competency exercised daily, "W" in column six represents a weekly frequency, while "M" in column seven reflects monthly or less frequent practice.

5. Training needed -

The final three columns summarize the percentage distribution of the nature of training which respondents felt was necessary to achieve proficiency in the competency. The "I" in column eight represents formal instruction, such as would be presented in an academic setting. A "D" (column nine) indicates that a demonstration of how to perform the competency is all that is needed to achieve proficiency, while "E" in column ten indicates that on-the-job exposure is adequate for developing the competency.

Rounded, whole-number percent figures were used in the preparation of this report, since the findings were considered to represent trends more than finite characteristics. Multiple column computations were forced to total 100 percent by the rounding process except for those items where equal numbers in each of three columns were reported. In those cases the total of 99 percent reflects all responses reported.

Using the Data

Possible uses and applications of the data are presented in the main body of the research report. The material presented in this supplementary volume will be of most value to those concerned solely with the occupational field which is treated herein.

Competency Characteristics Reported by DENTAL LAB TECHNICIAN (by percent) N=32

Competency	Practice Rate	Type		Use Frequency			Training Needed		
		S	U	D	W	M	I	D	E
1. Seek guidance to improve performance in patient care.	18	33	67	33	33	33	0	0	100
2. Participate in/conduct demonstrations of procedures and equipment (in-service).	69	100	0	44	22	34	33	11	56
3. Orient new personnel to unit facilities, routines, and other personnel.	35	33	67	17	0	83	0	33	67
4. Advise health professionals on the technicalities and procedures involved in operating special equipment.	31	75	25	25	25	50	25	0	75
5. Practice established routines and policies of the health care facility.	*								
6. Supervise subordinates within the health care facility.	54	57	43	57	29	14	29	14	57
7. Give "on the job" instruction.	53	78	22	67	17	16	50	12	38
8. Advise staff concerning medical jurisprudence.	*								
9. Develop criteria for the selection of records for review and retention.	18	33	67	0	67	33	0	33	67
10. Establish work priorities and schedule work assignments.	77	50	50	80	10	10	30	0	70

	Competency	Practice Rate	Type		Use Frequency			Training Needed		
			S	U	D	W	M	I	D	E
11.	Identify operational deficiencies and recommend corrections.	29	80	20	75	0	25	20	60	20
12.	Evaluate subordinate employee performance.	69	56	44	89	0	11	37	0	63
13.	Develop job description.	24	50	50	0	25	75	50	0	50
14.	Consult with health professionals on purchasing/ constructing/using special appliances.	54	86	14	100	0	0	33	17	50
15.	Interview/evaluate/hire prospective personnel.	29	60	40	0	0	100	20	0	80
16.	Maintain standards of employees' personal hygiene as related to job performance.	23	33	67	67	0	33	0	37	63
17.	Insure that all subordinates are on duty.	29	80	20	100	0	0	0	60	40
18.	Attend and participate in staff meetings.	46	50	50	0	33	67	17	33	50
19.	Develop policies and establish departmental procedures.	35	33	67	17	0	83	67	0	33
20.	Inform personnel of new or changed policies and procedures.	62	62	38	25	13	62	14	29	57
21.	Provide liaison between doctor and other professional associates.	18	33	67	100	0	0	0	25	75
22.	Review and approve employee's payroll time and salary.	54	43	57	0	57	43	14	43	43

	Competency	Practice Rate	Type S	Type U	Use Frequency D	Use Frequency W	Use Frequency M	Training Needed I	Training Needed D	Training Needed E
23.	Coordinate work schedules with other departments.	35	33	67	83	0	17	17	17	66
24.	Teach special procedures to department members/ students/health care professionals.	62	75	25	50	0	50	66	0	34
25.	Teach safety techniques as needed.	29	60	40	60	20	20	80	0	20
26.	Develop hospital disaster plan.	*								
27.	Inform personnel of potential hazards in their working areas.	35	50	50	83	0	17	50	0	50
29.	Represent the department and facility at community meetings.	18	67	33	0	25	75	67	0	33
30.	Attend meetings and participate in community activities related to doctor's practice.	*								
31.	Arrange meetings, conferences/travel accomodations.	24	50	50	0	0	100	50	0	50
32.	Assist in the orientation of volunteers, students and new staff.	23	33	67	33	0	67	33	0	67
33.	Recommend materials to be used in training volunteers.	18	100	0	67	0	33	67	33	0
34.	Train volunteers in specific techniques.	*								

Competency	Practice Rate	Type		Use Frequency			Training Needed		
		S	U	D	W	M	I	D	E
35. Participate in public relation activities as directed.	24	75	25	0	0	100	50	0	50
36. Conduct tours of facilities.	*								
63. Assist in establishing a comfortable relationship between the patient and the health care professional.	*								
73. Conduct routine financial matters of employer (collect fees, make deposits, send statements, etc.).	*								
75. Complete insurance forms.	*								
82. Sort/file/organize documents, certificates, patient records, etc.	*								
83. Care for preliminary or final dental impressions.	29	80	20	80	20	0	40	40	20
85. Maintain and prepare productivity reports.	18	33	67	67	0	33	67	0	33
89. Process mail and correspondence (both incoming and outgoing).	29	60	40	60	20	20	40	20	40
90. Process payroll time cards.	*								
91. Prepare requests for vacation/sick leave.	29	20	80	20	0	80	20	20	60
92. Prepare requisitions.	23	33	67	67	33	0	33	0	67

	Competency	Practice Rate	Type		Use Frequency			Training Needed		
			S	U	D	W	M	I	D	E
93.	Handle telephone calls.	41	71	29	100	0	0	14	29	57
95.	Prepare correspondence/report/summary (not forms).	*								
107.	Operate office business machines.	18	67	33	67	0	33	33	0	67
111.	Maintain catalogs of supplies and equipment.	41	57	43	29	14	57	0	43	57
113.	Maintain a fee schedule for services.	29	40	60	20	0	80	40	20	40
118.	Receive and record physician's verbal orders.	*								
151.	Evaluate adequacy of work space.	29	20	80	20	0	80	20	20	60
155.	Improvise or modify equipment for special requirements.	*								
163.	Know and apply basic first aid techniques including artificial respiration and cardiac resuscitation.	*								
193.	Fill alginate tray.	*								
195.	Prepare setup for prosthetics.	*								
197.	Prepare compound for impression by dentist.	*								
205.	Pour final impressions to produce master cast.	47	88	12	57	14	29	13	63	24
206.	Pour, trim and articulate cast.	92	100	0	92	0	8	8	8	84

	Competency	Practice Rate	Type		Use Frequency			Training Needed		
			S	U	D	W	M	I	D	E
207.	Fabricate impression trays from preliminary impressions.	41	100	0	43	14	43	29	57	14
208.	Pour casts of orthodontic deformities.	38	100	0	80	0	20	0	20	80
209.	Fabricate trial baseplates and occlusal rims for complete dentures.	41	100	0	57	14	29	29	57	14
210.	Make removable partial denture prosthesis for occlusal adjustments.	69	100	0	57	10	33	44	12	44
211.	Fabricate individual surgical trays for immediate dentures.	35	100	0	50	17	33	33	50	17
212.	Complete simple denture repairs.	69	100	0	78	11	11	0	22	78
213.	Fabricate temporary removable bite raisers.	35	100	0	17	17	66	33	50	17
214.	Finish and polish gold alloy inlays, crowns or fixed partial dentures.	69	100	0	100	0	0	33	0	67
215.	Replace tube teeth or facings.	53	100	0	22	11	67	11	66	23
216.	Ditch the die.	69	100	0	100	0	0	33	0	67
217.	Recognize and identify various types of dental instruments and equipment.	47	25	75	50	25	25	37	38	25
218.	Evaluate dental radiographs for diagnostic quality.	15	0	100	50	50	0	0	0	100

	Competency	Practice Rate	Type		Use Frequency			Training Needed		
			S	U	D	W	M	I	D	E
220.	Interpret the dental prescription.	77	90	10	100	0	0	20	0	80
223.	Inform and advise administration as to trends and significant data.	*								
232.	Notify physicians concerning incomplete records.	*								
235.	Change discs, belts, or tapes on recording equipment.	*								
236.	Maintain daily production record.	18	67	33	67	33	0	33	33	33
237.	Recommend policies for departmental functions.	18	33	67	33	0	67	0	33	67
241.	Construct palatal relief.	71	92	8	50	0	50	38	24	38
242.	Solder contact on crown.	69	100	0	57	10	33	22	11	67
243.	Solder bridge.	65	100	0	27	8	65	55	18	27
244.	Pickle casting.	69	78	22	78	0	22	11	11	78
245.	Grind and polish crown.	76	100	0	46	23	31	38	15	47
246.	Wax-up/flask process acrylic facing/crown/bridge.	62	100	0	75	13	12	37	0	63
247.	Reduce sharp edges of fractured tooth.	41	71	29	29	29	42	29	29	42
248.	Repair complete/partial denture, e.g., replace one or more teeth.	69	100	0	80	10	10	20	10	70
249.	Bend wire for clasp.	65	100	0	18	36	46	36	28	36

	Competency	Practice Rate	Type S	Type U	Use Frequency D	Use Frequency W	Use Frequency M	Training Needed I	Training Needed D	Training Needed E
251.	Construct broken stress/precision attachment bridge.	59	100	0	0	20	80	50	20	30
252.	Construct cleft palate splint/removable expansion appliance.	54	100	0	57	14	29	57	0	43
253.	Tripod/mark master cast.	41	71	29	29	29	42	71	14	15
254.	Fit orthodontic band, indirect.	31	100	0	75	25	0	25	0	75
255.	Duplicate complete denture.	65	100	0	9	18	73	27	18	55
256.	Make temporary bridge/splint.	54	100	0	71	14	15	29	14	57
257.	Exchange bur/mandrel/mounted/stone diamond in dental handpiece.	71	67	33	100	0	0	17	50	33
258.	Add teeth to complete/partial denture.	69	100	0	78	11	11	33	11	56
259.	Fabricate artificial teeth for characterized denture.	53	100	0	33	0	67	33	22	45
260.	Flask/pack/cure deflask denture or partial reline/ repair/duplicate.	62	100	0	87	13	0	24	13	63
261.	Perform emergency orthodontic repair.	41	100	0	0	14	86	27	29	44
262.	Make temporary acrylic resin jacket crown.	62	100	0	62	0	38	13	12	75

	Competency	Practice Rate	Type		Use Frequency			Training Needed		
			S	U	D	W	M	I	D	E
263.	Dehydrate refractory cast.	47	75	25	37	0	63	13	37	50
264.	Select shade and mold for crown/bridge.	54	100	0	71	0	29	29	0	71
265.	Prepare cast for altered cast impression.	41	100	0	43	0	57	29	14	57
266.	Design removable partial denture.	85	91	9	73	9	18	55	9	36
267.	Clean/polish removable appliance.	65	64	36	55	0	45	19	45	36
268.	Prepare/apply characterized porcelain restoration.	62	100	0	87	0	13	25	0	75
269.	Construct dental splint, plastic.	65	100	0	0	18	82	45	19	36
270.	Border mold/muscle trim custom tray.	46	100	0	83	17	0	17	0	83
271.	Prepare die from cast.	71	92	8	42	17	41	50	17	33
272.	Make habit control device.	31	100	0	75	0	25	25	25	50
273.	Make individual surgical tray for immediate denture.	53	100	0	0	11	89	44	22	34
274.	Fabricate surgical template.	46	100	0	50	0	50	50	0	50
275.	Polish and finish partial denture framework.	71	100	0	33	0	67	33	25	42
276.	Bake and finish porcelain restoration.	77	90	10	80	0	20	20	10	70
277.	Repair complete/partial denture (no teeth damage).	59	100	0	11	11	78	36	28	36

	Competency	Practice Rate	Type		Use Frequency			Training Needed		
			S	U	D	W	M	I	D	E
278.	Pour refractory cast.	62	100	0	100	0	0	25	0	75
279.	Operate audiovisual equipment, e.g., projector, recorder, etc.	29	80	20	0	20	80	20	80	0
280.	Mount final cast to adjustable articulator.	85	100	0	91	0	9	18	9	73
281.	Cast crown/bridge/inlay in gold.	82	93	7	50	7	43	64	14	22
282.	Make orthodontic space maintainer/retainer.	38	100	0	67	0	33	25	12	63
283.	Wax-up/shape/contour removable appliance for try-in final processing.	76	100	0	38	23	39	62	15	23
284.	Remove plaster/stone cast from impression after setting.	77	90	10	90	0	10	0	20	80
285.	Perform selective grinding of denture.	65	100	0	45	0	55	55	0	45
286.	Process acrylic facing on bridge.	69	100	0	57	11	32	11	11	78
287.	Remove teeth from metal framework.	71	100	0	33	0	67	25	33	42
288.	Prepare orthodontic retainer.	54	100	0	57	0	43	43	14	43
289.	Sandblast partial denture framework/chrome castings.	71	83	17	33	0	67	42	33	25
290.	Transfer design from master cast to refractory cast.	62	100	0	88	0	12	38	0	62

	Competency	Practice Rate	Type		Use Frequency			Training Needed		
			S	U	D	W	M	I	D	E
291.	Disassemble bridge.	47	100	0	25	13	62	50	37	13
292.	Reset teeth for complete/partial denture.	69	100	0	89	0	11	44	12	44
293.	Sandblast gold appliance.	71	92	8	42	8	50	42	25	33
294.	Make soldering index.	77	90	10	70	0	30	20	10	70
295.	Design post dam.	71	100	0	50	25	25	50	25	25
296.	Set up artificial teeth on removable partial denture framework.	77	100	0	80	20	0	50	10	40
297.	Inspect dental case/model for acceptance.	82	50	50	79	7	14	31	23	46
298.	Adjust partial framework.	77	100	0	60	30	10	40	20	40
299.	Prepare necessary ingredients for dental casting.	65	73	27	55	0	45	45	36	19
300.	Duplicate master cast.	92	92	8	58	17	25	17	17	66
301.	Survey cast for partial denture design.	65	82	18	55	0	45	73	0	27
302.	Adjust fixed bridge/splint.	46	100	0	83	0	17	33	17	50
303.	Make/transfer coping.	65	82	18	33	8	59	64	27	9
304.	Carve and restore anatomical landmarks on dental restoration.	54	100	0	86	0	14	14	14	72

	Competency	Practice Rate	Type		Use Frequency			Training Needed		
			S	U	D	W	M	I	D	E
305.	Weld/solder orthodontic band.	53	89	11	22	11	67	33	56	11
306.	Adjust wrought gold clasp and bar.	69	100	0	56	11	33	22	33	45
307.	Fabricate orthodontic appliance, e.g., Hawley .	41	100	0	14	0	86	29	58	13
308.	Finish and polish metallic framework.	85	100	0	82	0	18	27	18	55
309.	Solder chrome cobalt casting.	47	88	12	14	29	57	50	37	13
310.	Set up teeth in balanced occlusion for complete denture.	69	100	0	100	0	0	45	0	55
311.	Put post dam on master cast.	71	92	8	33	25	42	33	33	33
312.	Remount complete denture for occlusal adjustment.	69	100	0	78	11	11	33	0	67
313.	Bead and box final impression.	65	82	18	36	27	37	27	64	9
314.	Select teeth for removable prosthetic appliance.	77	80	20	100	0	0	40	20	40
315.	Finish and polish gold alloy inlays, crowns, or fixed partial dentures.	88	87	13	60	7	33	53	27	20
317.	Design and position palatal reliefs.	71	92	8	58	17	25	33	42	25
318.	Cast gold crown, inlay or pontic backing.	62	100	0	75	13	12	37	0	63
319.	Remount complete dentures for occlusal.	65	82	18	45	9	46	18	55	27
320.	Pickle and heat treat gold inlays, crowns, or pontics.	62	87	13	75	0	25	0	13	87

	Competency	Practice Rate	Type S	Type U	Use Frequency D	Use Frequency W	Use Frequency M	Training Needed I	Training Needed D	Training Needed E
321.	Fabricate immediate complete or removable partial dentures.	59	100	0	30	30	40	50	10	40
322.	Wax-up and carve inlays, crowns, or pontics for fixed partial bridges.	69	100	0	89	0	11	33	0	67
323.	Apply foil or tinfoil substitute to complete/ partial denture.	65	73	27	40	20	40	40	40	20
324.	Complete complex denture repairs.	69	100	0	67	22	11	0	22	78
325.	Bead and box complete or partial denture impressions.	47	75	25	25	25	50	25	75	0
326.	Reline dentures by flask method.	69	100	0	56	22	22	0	11	89
327.	Stabilize baseplates.	65	82	18	45	18	37	27	55	18
328.	Solder units of fixed partial dentures.	62	100	0	87	0	13	25	0	75
329.	Polish or glaze porcelain facing, teeth, or pontics.	71	83	17	50	0	50	58	25	17
330.	Survey and design removable partial dentures.	77	90	10	70	10	20	60	0	40
331.	Fabricate individual surgical trays for immediate dentures.	53	100	0	33	0	67	44	22	34
332.	Block out and relieve master casts.	69	89	11	78	0	22	33	11	56

	Competency	Practice Rate	Type S	Type U	Use Frequency D	Use Frequency W	Use Frequency M	Training Needed I	Training Needed D	Training Needed E
333.	Fabricate broken stree or precision attachment bridges.	59	100	0	30	10	60	80	10	10
334.	Select and set up artificial teeth on complete/ partial denture framework.	77	90	10	80	20	0	50	10	40
335.	Fabricate baked porcelain-to-gold restorations.	65	100	0	55	0	45	75	8	17
336.	Fabricate orthodontic space maintainers or retainers.	54	100	0	57	0	43	57	0	43
337.	Characterize and apply stains to porcelain facings, crowns, and pontics.	65	100	0	64	0	36	73	9	18
338.	Fabricate ceramic porcelain jackets.	62	100	0	87	0	13	25	0	75
339.	Fabricate mouth guards.	47	100	0	12	25	63	25	37	38
340.	Fabricate electroformed dies.	31	100	0	75	0	25	25	0	75
341.	Pour orthodontic casts.	41	100	0	14	14	72	29	57	14
342.	Fabricate removable expansion appliances.	38	100	0	60	0	40	60	0	40
343.	Fabricate splints for immobilization of fractures of maxilla and mandible.	35	83	17	0	0	100	50	17	33
344.	Fabricate amalgam dies.	31	100	0	75	0	25	0	25	75
345.	Fabricate cast metal bases for complete dentures.	65	100	0	9	9	82	55	18	27

	Competency	Practice Rate	Type S	Type U	Use Frequency D	Use Frequency W	Use Frequency M	Training Needed I	Training Needed D	Training Needed E
346.	Fabricate face masks for before-and-after presentations of special cases.	23	100	0	67	0	33	33	0	67
347.	Estimate amounts of precious metals or chrome-cobalt alloys required for casting.	76	54	46	54	8	38	38	15	47
348.	Survey and design study casts.	77	90	10	70	0	30	60	0	40
349.	Characterize denture base materials.	53	100	0	18	18	64	22	33	45
350.	Prepare setup for periodontal treatments.	*								
351.	Prepare dental materials for placement.	35	83	17	50	0	50	50	50	0
352.	Prepare acrylic for restoration.	23	100	0	100	0	0	0	0	100
356.	Remove plaque and stain, and polish teeth.	15	100	0	100	0	0	0	0	100
357.	Clean interproximal surfaces of teeth with dental floss or tape.	*								
358.	Use ultrasonic devices to remove calculus.	38	60	40	80	0	20	0	40	60
361.	Polish finished restorations.	41	86	14	57	14	29	14	43	43
368.	Remove overhanging margins of fillings.	*								
373.	Polish removable partial denture base.	65	100	0	36	18	46	18	45	37
374.	Fabricate ceramic porcelain jackets.	69	100	0	89	0	11	33	0	67

	Competency	Practice Rate	Type		Use Frequency			Training Needed		
			S	U	D	W	M	I	D	E
376.	Recognize conditions indicated in history that require alteration procedure.	*								
378.	Identify extra-oral habits affecting occlusion.	*								
404.	Exercise precautions in administering and handling potentially dangerous agents.	*								
583.	Provide problem solving situations in use of prosthetic device.	*								
624.	Minimize hazards throughout the health care facility.	*								
625.	Arrange equipment for convenient and safe use.	*								
635.	Has an understanding of fire prevention and control.	18	33	67	33	0	67	33	67	0
655.	Take impressions for study models.	*								
658.	Assist with gold foil restoration.	*								
659.	Place/remove temporary cement.	*								
689.	Dispose of contaminated materials and equipment.	*								
692.	Clean and maintain service area and equipment, within area of responsibility.	31	75	25	75	25	0	0	50	50

	Competency	Practice Rate	Type		Use Frequency			Training Needed		
			S	U	D	W	M	I	D	E
693.	Order/inventory and store equipment and supplies.	29	60	40	20	0	80	40	40	20
695.	Verify performance of instruments/devices against manufacturer's specifications.	24	50	50	0	0	100	50	50	0
696.	Determine if equipment needs repair.	31	25	75	50	50	0	0	50	50
697.	Schedule/perform maintenance on equipment.	29	80	20	40	0	60	40	40	20
702.	Clean, sharpen and maintain instruments/equipment as required.	31	50	50	75	0	25	0	25	75
708.	Inspect all areas and rooms for proper housekeeping, temperature, and adequate supplies.	*								
709.	Clean and polish removable appliances.	18	100	0	33	0	67	33	67	0
711.	Check and record temperatures of appliances/equipment.	*								
713.	Check invoices against purchase orders.	18	100	0	33	0	67	33	67	0
714.	Organize storage areas for equipment, supplies, drugs.	*								
715.	Evaluate the effectiveness of sanitizing chemicals and sprays used.	*								
720.	Reline dentures by articulator method.	41	100	0	57	14	29	29	29	42